Usability, Satisfaction and Comprehension of an Illustrated Eczema Action Plan in Practice by Pediatric Patients

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BACKGROUND

The Dermatology team, in collaboration with the pharmacy department, at the Children’s Hospital of Eastern Ontario developed an illustrated eczema action plan (EAP) to support the management of eczema in children.

OBJECTIVES

Assess usability, satisfaction and comprehension of an illustrated EAP.

METHODS

Patients (12-17 years old) and parents of patients (0-11 years old) at an outpatient pediatric dermatology clinic presenting with a referral for eczema received an illustrated EAP.

Following their visit, participants received an electronic survey to assess satisfaction and comprehension of eczema management recommendations:

- The overall comprehension of eczema management will be assessed through 3 scenarios where the participants will need to identify the correct response to the situations
- A section of a validated satisfaction survey that was used to assess the overall satisfactions of outpatient services to assess the eczema action plan.

RESULTS

94 participants were recruited

47 participants completed the questionnaires: 15 children, 32 parents.

Participants were asked how often they have used the EAP in the last two weeks, they answered “regularly” (44.0%) or “once or twice” (35.5%).

The information presented in the EAP was deemed useful by 77.1%, easy to read by 96.5% and well presented by 91.8% of the participants.

57.5% of participants answered correctly to the scenarios for mild eczema

51.2% of participants answered correctly for the questions regarding eczema flare-up.

On a 5 point scale, participants perceived no changes to their level of eczema after two weeks of using the EAP (2.4 ± 1.0).

84.0% of participants were satisfied with the EAP.

CONCLUSIONS

Satisfaction with the EAP was positive.

Answers to the clinical scenarios were low in both parents and children.

One-on-one interviews with participants could have improved this score

Further investigation is required to assess the comprehension of eczema management recommendations.

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